

Frequently asked questions about cards

1. How much do withdrawals or payments at Points of Sale inside and outside Kosovo cost?

For withdrawals / payments made within Kosovo, please refer to Raiffeisen Bank price list by clicking here:

➤ Price List for Individuals:

<https://www.raiffeisen-kosovo.com/eng/individuals/products-and-services/tariff-list-for-individuals/>

➤ Price List for Businesses:

<https://www.raiffeisen-kosovo.com/eng/business/operations/business-tariff-list/>

2. What is the withdrawal limit in Kosovo?

At Raiffeisen Bank ATMs in Kosovo with Raiffeisen Bank cards, customers can withdraw up to 2,000 Euros. Customers can increase the card limit within the day by contacting the Call Centre at 038 / 222-222.

3. What should I do if I forget my card PIN?

To re-assign a new card PIN, customers must contact one of our service points.

4. Where can I change the card PIN?

The card PIN can be changed at Raiffeisen ATMs.

5. What happens if I can not accept the card within 90 days?

The card is destroyed by the bank after 90 days, so to be provided with a new card you have to apply for this service again.

6. I lost my card, how can I block it?

You can block the card by contacting the Call Centre at 038 / 222-222.

Frequently Asked Questions about Debit Cards automatically reordered and delivered by mail:

1. My debit card has expired, how can I reorder it?

For customers who are active in using their cards, their card is reordered automatically. Once the card is ready, the bank sends it by mail to your residential address which you have registered with the bank.

2. Do I have to pay for the card mailing costs?

No, the service is free and Raiffeisen Bank covers all mailing costs.

3. What address will the card reach me?

The cards are sent to the address registered by the client with Raiffeisen Bank. If you have changed your address in the meantime, please visit the nearest branch for updating your data.

4. Will I be able to activate the card and PIN if I am abroad?

Activation of the card and PIN can be done only through Kosovo mobile operators.

5. If I am not at home to receive the card, where can I pick it up?

The post office will attempt to deliver your card 3 times, you will also be contacted via mobile phone, and you will also receive a registered mail tracking number which you can use to track the location of your card through the postal portal. You will be able to get the card at the Post Office after agreement with the postman.